

STUDENTS' SATISFACTION SURVEY REPORT


SESSION: 2020-21

**INTERNAL QUALITY ASSURANCE CELL
(IQAC)**

**Maharana Pratap National College (P.G.),
Mullana**

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M.P.N. College,
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The Students' Satisfaction Survey Report 2020-21

For the NAAC AQAR (2020-21), Students Satisfaction Survey (SSS) was conducted among the students of the college. The questionnaire has been framed based on NAAC guidelines. The objective of SSS was to measure the student's level of satisfaction on their experiences in the College covering the teaching learning process. The need for conducting the student's satisfaction survey is essential for academic institutions. It tells us about the opinion of students about the efficiency of various facilities available in the college and also about their requirements for different other services.

The report is prepared by Internal Quality Assurance Cell (IQAC), Maharana Pratap National (P.G.) College, Mullana for the session.



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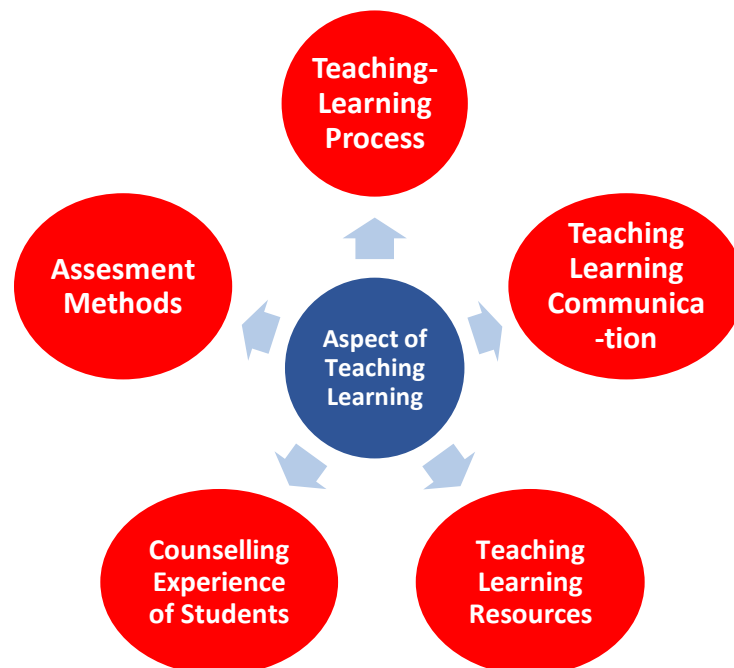

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INTRODUCTION:

Students' Satisfaction Survey (SSS) is committed toward the all-round development of the students. The college conducts a good number of co-curricular and extra-curricular activities for the holistic development of students. The college organizes sports events, debate, seminars, and many learner oriented activities to bring excel for the learners. The infrastructure and human-resources are continuously upgraded to create student centric ambience for their proficient development. The college considers the inputs from its stakeholders especially from students very important to bring relevant and fruitful changes in the college. Their feedback considerably showcases the actual quality of teaching-learning process enabling identification of the strengths of teaching as well as the possible improvements.

Students' Satisfaction Survey (SSS) is the result from evaluation of students' experience with the facilities and support they received in the college is very important. It is a valid and reliable tool to understand the key areas for future developments. Thus, it allows understanding the resources for areas that require greater attentions. Thus, it is a direct and useful indicator of the effectiveness of teaching-learning in the institution. The college encourages the students to take active participation in SSS.




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Maharana Pratap National (P.G.) College, Mullana had made a decision to establish Internal Quality Assurance Cell (IQAC) as a mechanism to build and ensure a quality culture at the institutional level. Internal Quality Assurance Cell (IQAC) was established as a facilitative and participative organ with the primary objective to build and ensure a quality culture and standardize its processes and procedures. The cell has over the years taken initiatives to bring in uniformity, transparency and coordination in academic and non-academic processes for the efficient delivery of the responsibilities to achieve targeted results.


IQAC will facilitate / contribute:

- To develop a system for conscious, consistent and catalytic action to improve the academic and administrative performance of the College.
- To promote quality enhancement through internalization of quality culture and institutionalization of best practices.
- To develop processes in standardizing the assessment of teaching, learning and evaluation processes.
- To identify reputed national / international accreditation agencies and to get the institute ready for accreditation for global recognition.

Computation of Students' Satisfaction Index

In this report, the central aim is to analyze and present the 99 students' attitude towards the teaching learning process, teaching learning communication, teaching learning resources, counselling experience of students and assessment methods. Hence, their level of satisfaction with their attitude was evaluated.

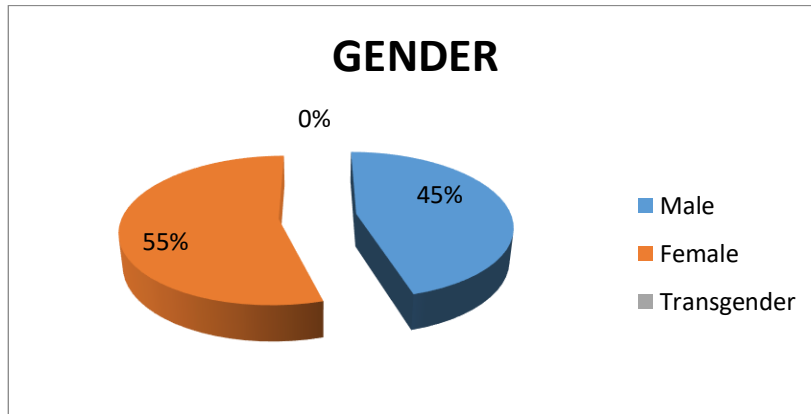
Each of respondent students was requested to identify his/her degree of satisfaction with each of the variables on a five-point scale. These five positions were given simple weight of 5, 4, 3, 2 and 1. The high score on the scale indicated the most favourable response; i.e. '5' and '1' to the least favourable response. Having scored each variable from 5 to 1, all the scores which each respondent has given to all the variables are added up. This gives us an actual total score. This is divided by the maximum possible score. The result is then multiplied by 100 to obtain the index of satisfaction (SI) of the respondent as a percentage.


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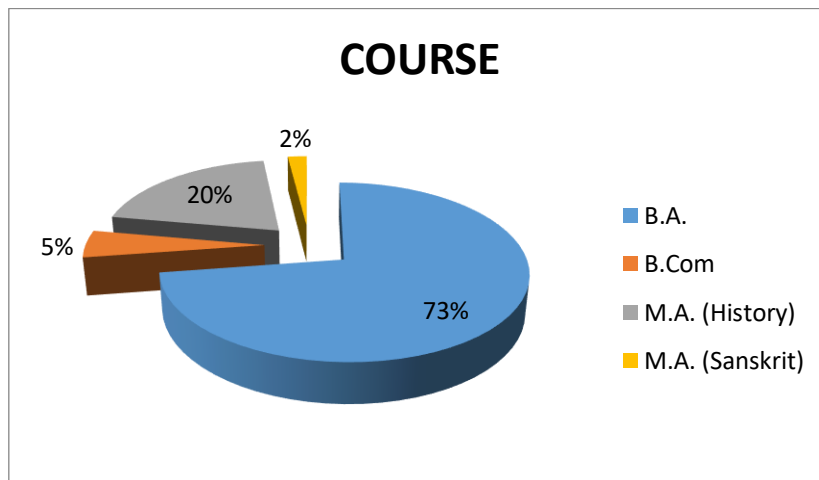
SURVEY

(A) General Characteristics of Respondents:


| Parameters | | No. of Students | % of Students |
|------------|-----------------|-----------------|---------------|
| Gender | Male | 44 | 45 |
| | Female | 55 | 55 |
| | Transgender | 0 | 0 |
| Course | B.A. | 72 | 73 |
| | B.Com | 5 | 5 |
| | M.A. (History) | 2 | 2 |
| | M.A. (Sanskrit) | 20 | 20 |



(FIGURE: 1)



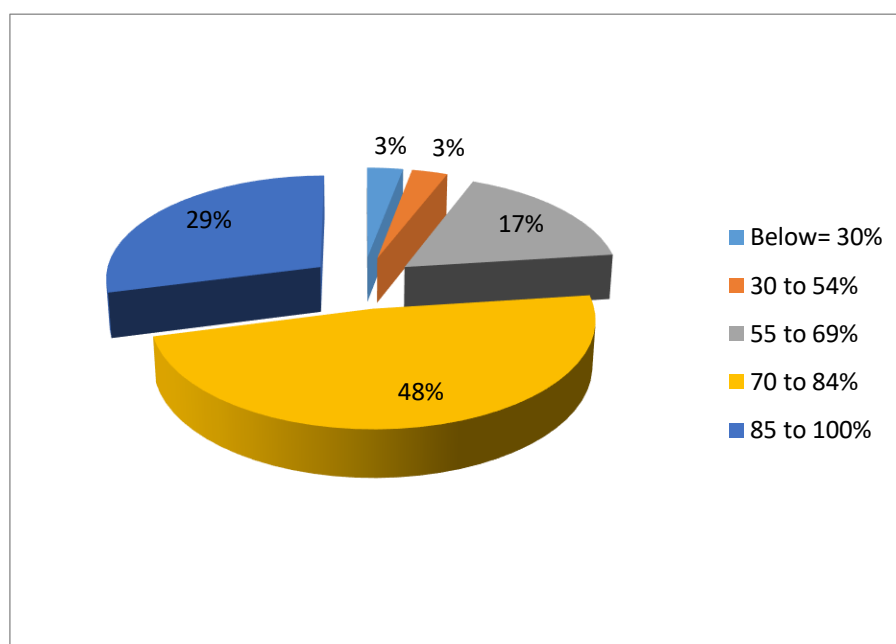
(FIGURE: 2)



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(B) Students' Satisfaction Survey:

1. What percentage of syllabus has been covered in the class?

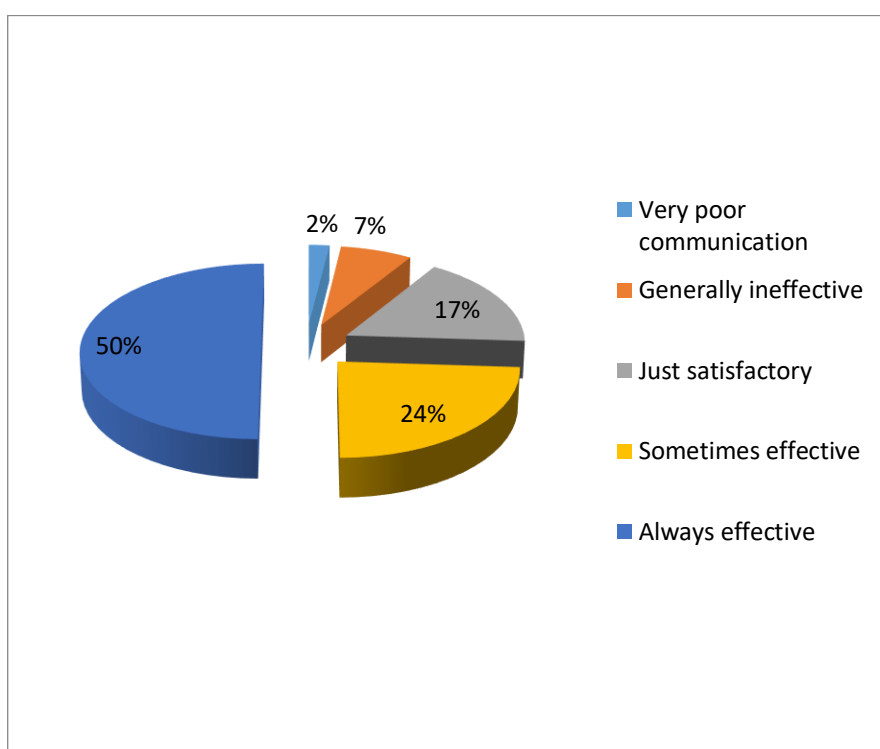
| Parameters | No. of Students | % of Students |
|---------------|-----------------|---------------|
| 1= Below 30% | 3 | 3 |
| 2= 30 to 54% | 3 | 3 |
| 3= 55 to 69% | 17 | 17 |
| 4= 70 to 84% | 47 | 48 |
| 5= 85 to 100% | 29 | 29 |
| Total | 99 | 100.0 |





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2. How would you rate the communication skills of the Faculty?

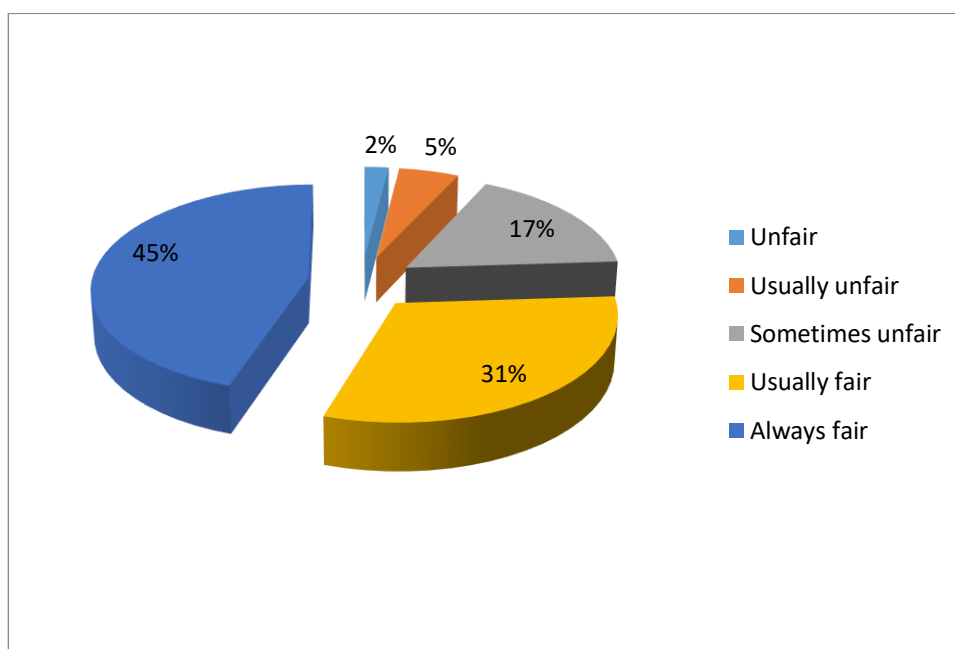
| Parameters | No. of Students | % of Students |
|----------------------------|-----------------|---------------|
| 1= Very poor communication | 2 | 2 |
| 2= Generally ineffective | 7 | 7 |
| 3= Just satisfactory | 17 | 17 |
| 4= Sometimes effective | 24 | 24 |
| 5= Always effective | 49 | 50 |
| Total | 99 | 100.0 |





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3. Fairness of the internal evaluation process by the teachers.

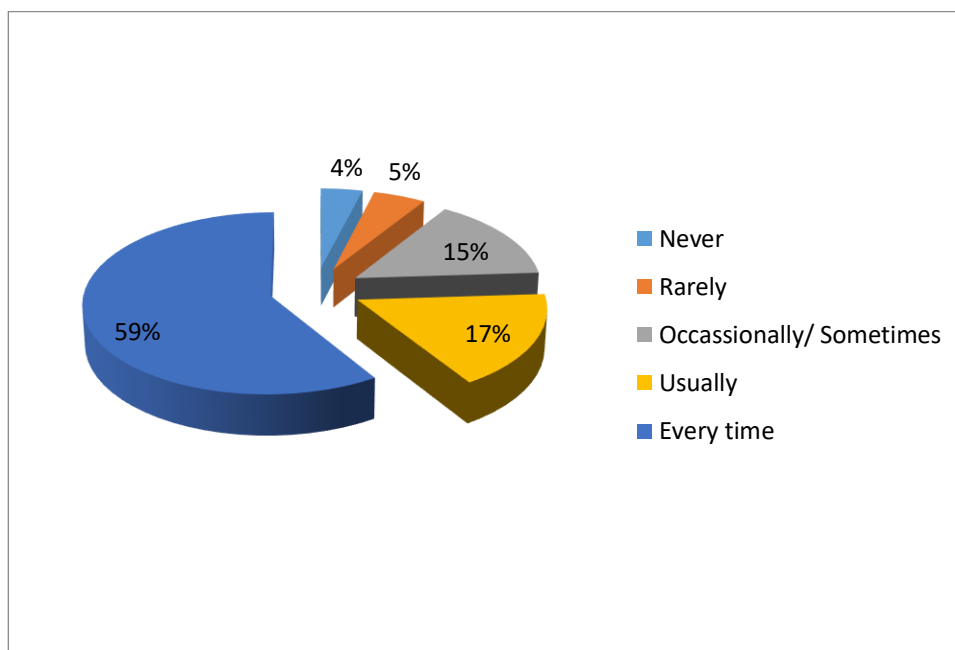
| Parameters | No. of Students | % of Students |
|---------------------|-----------------|---------------|
| 1= Unfair | 2 | 2 |
| 2= Usually unfair | 5 | 5 |
| 3= Sometimes unfair | 17 | 17 |
| 4= Usually fair | 31 | 31 |
| 5= Always fair | 44 | 45 |
| Total | 99 | 100.0 |




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4. Was your performance in tests/assignments discussed in the class?

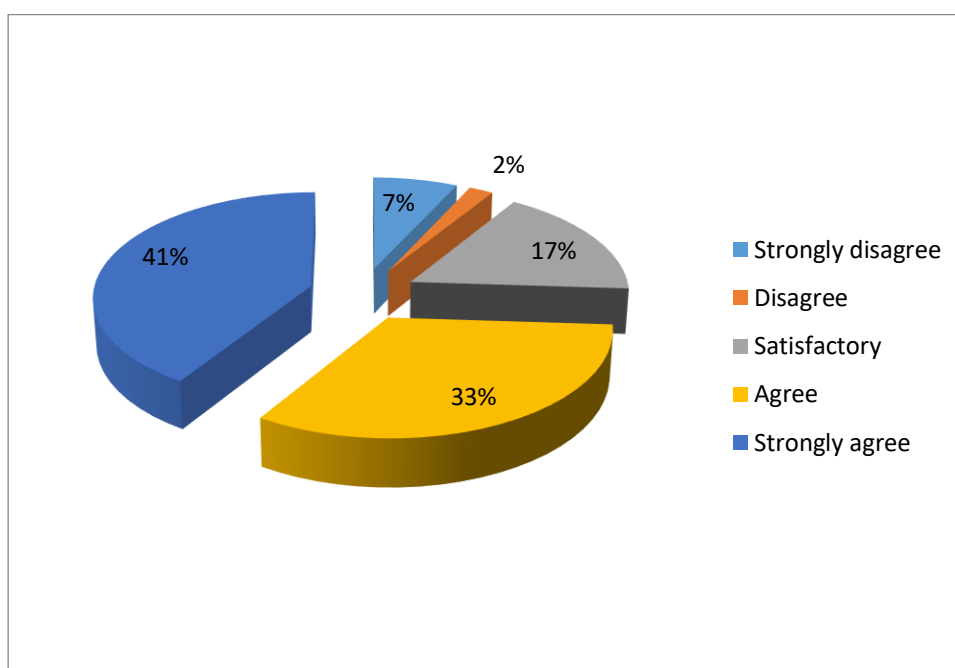
| Parameters | No. of Students | % of Students |
|--------------------------------|-----------------|---------------|
| 1 = Never | 4 | 4 |
| 2 = Rarely | 5 | 5 |
| 3 = Occasionally/ Sometimes | 15 | 15 |
| 4 = Usually | 17 | 17 |
| 5 = Every time | 58 | 59 |
| Total | 99 | 100.0 |





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5. Teachers guide and counsel the students in academic and non-academic issues in/outside the class.

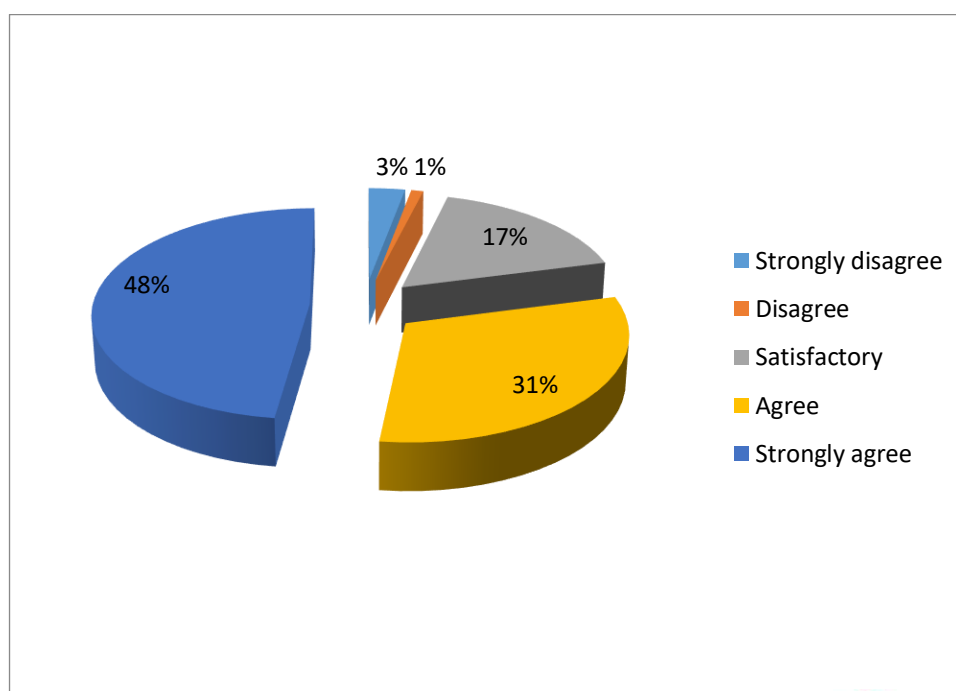
| Parameters | No. of Students | % of Students |
|----------------------|-----------------|---------------|
| 1= Strongly disagree | 7 | 7 |
| 2= Disagree | 2 | 2 |
| 3= Satisfactory | 17 | 17 |
| 4= Agree | 33 | 33 |
| 5= Strongly agree | 40 | 41 |
| Total | 99 | 100.0 |





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6. Participation, interactions and discussions (Teacher-student and student/student) are encouraged in the class.

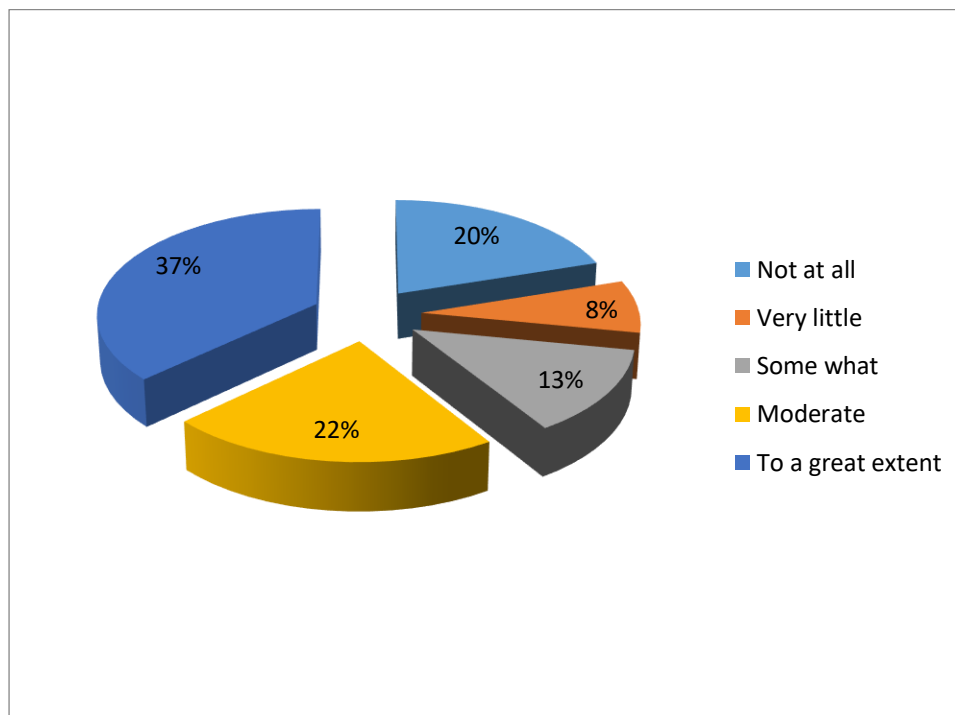
| Parameters | No. of Students | % of Students |
|----------------------|-----------------|---------------|
| 1= Strongly disagree | 3 | 3 |
| 2= Disagree | 1 | 1 |
| 3= Satisfactory | 17 | 17 |
| 4= Agree | 31 | 31 |
| 5= Strongly agree | 47 | 48 |
| Total | 99 | 100.0 |




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7. Modern teaching aids/devices, power-point presentations, videos, web resources etc. are used during teaching.

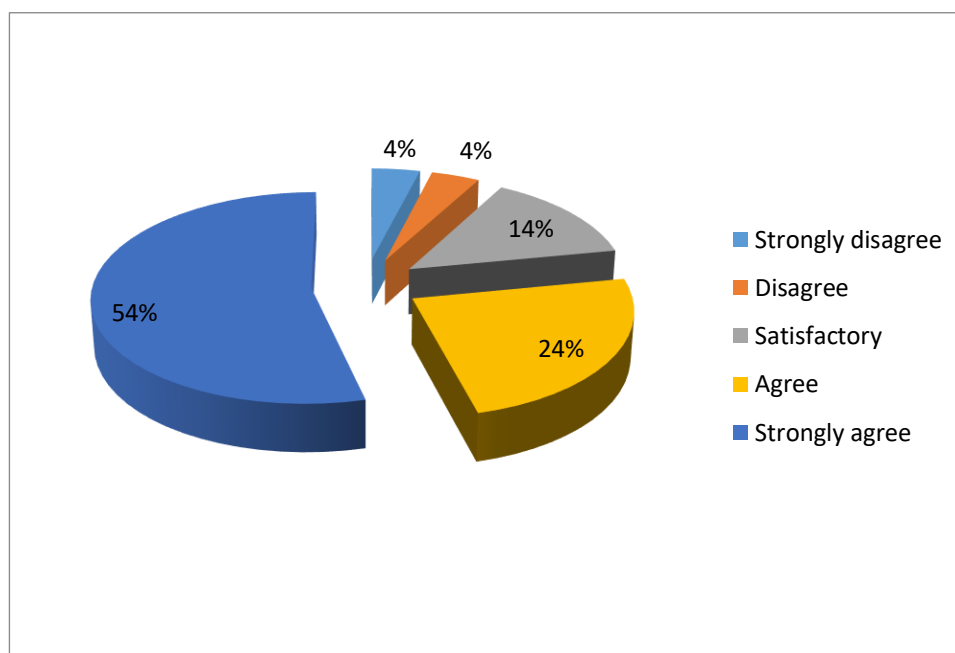
| Parameters | No. of Students | % of Students |
|----------------------|-----------------|---------------|
| 1= Not at all | 20 | 20 |
| 2= Very little | 8 | 8 |
| 3= Some what | 13 | 13 |
| 4= Moderate | 22 | 22 |
| 5= To a great extent | 36 | 37 |
| Total | 99 | 100.0 |





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8. The Teacher is regular and punctual in class.

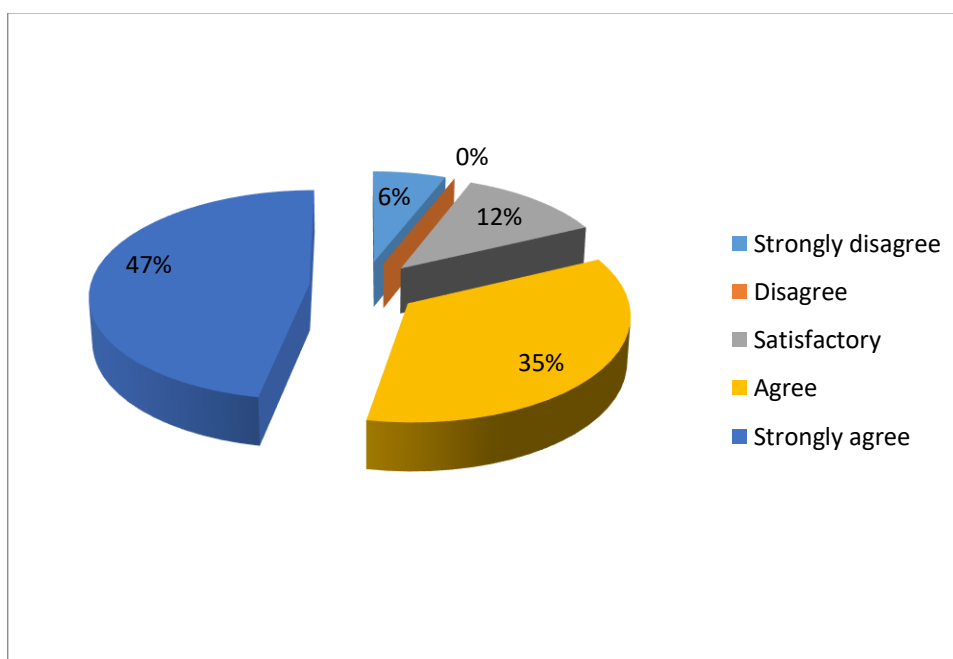
| Parameters | No. of Students | % of Students |
|----------------------|-----------------|---------------|
| 1= Strongly disagree | 4 | 4 |
| 2= Disagree | 4 | 4 |
| 3= Satisfactory | 14 | 14 |
| 4= Agree | 24 | 24 |
| 5= Strongly agree | 53 | 54 |
| Total | 99 | 100.0 |





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9. Teacher pays attention and motivates the academically weaker students in the class.

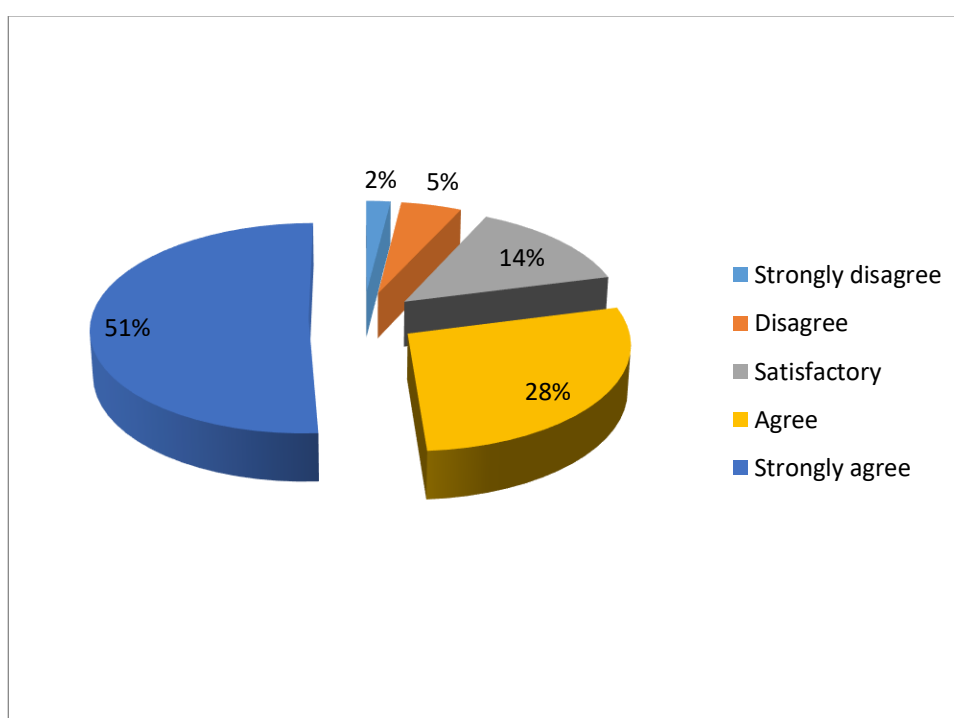
| Parameters | No. of Students | % of Students |
|----------------------|-----------------|---------------|
| 1= Strongly disagree | 6 | 6 |
| 2= Disagree | 0 | 0 |
| 3= Satisfactory | 12 | 12 |
| 4= Agree | 35 | 35 |
| 5= Strongly agree | 46 | 47 |
| Total | 99 | 100.0 |





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10. The teacher encourages opinion/discussion on the subject matter in the class.

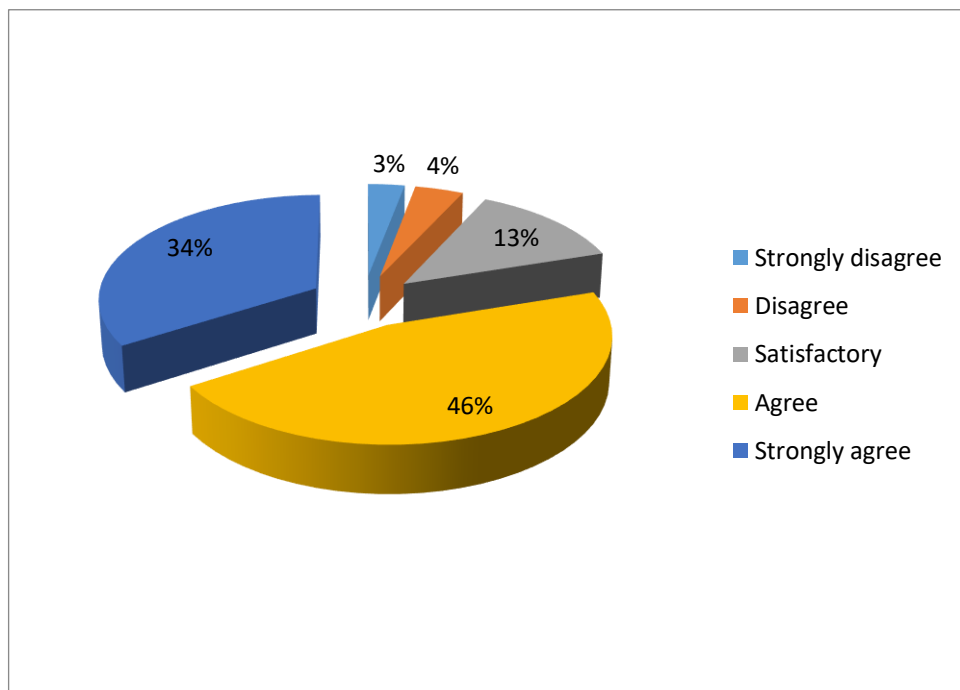
| Parameters | No. of Students | % of Students |
|----------------------|-----------------|---------------|
| 1= Strongly disagree | 2 | 2 |
| 2= Disagree | 5 | 5 |
| 3= Satisfactory | 14 | 14 |
| 4= Agree | 28 | 28 |
| 5= Strongly agree | 50 | 51 |
| Total | 99 | 100.0 |





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11. The teacher promotes human values and ethical conduct.

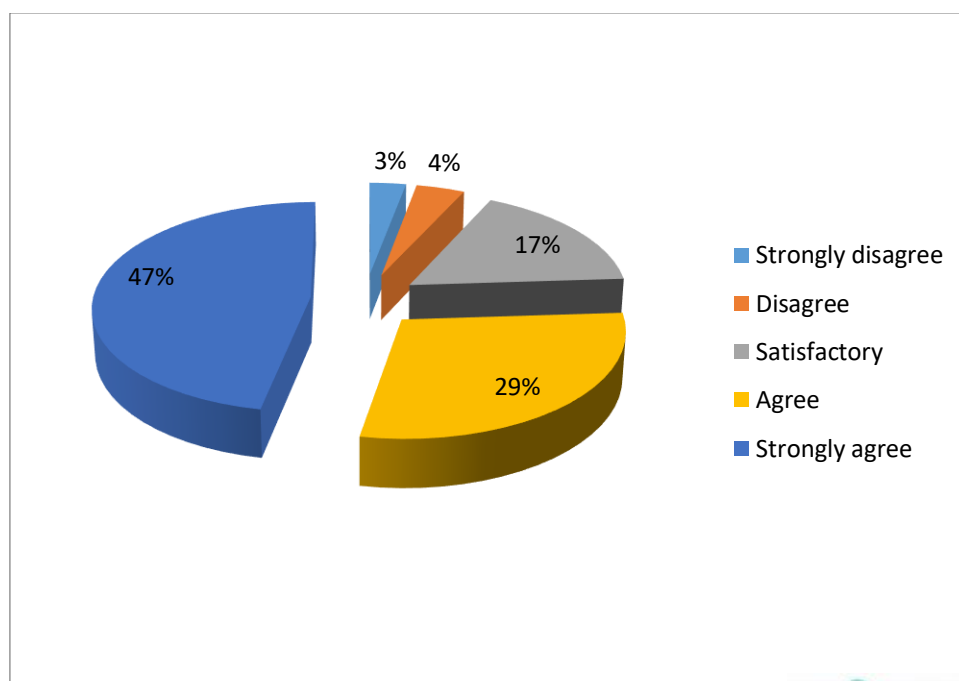
| Parameters | No. of Students | % of Students |
|----------------------|-----------------|---------------|
| 1= Strongly disagree | 3 | 3 |
| 2= Disagree | 4 | 4 |
| 3= Satisfactory | 13 | 13 |
| 4= Agree | 45 | 46 |
| 5= Strongly agree | 34 | 34 |
| Total | 99 | 100.0 |

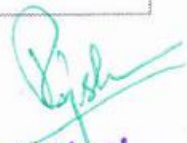



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12. The teacher connects the subject to real life experiences and arouses interest of the students in the subject.

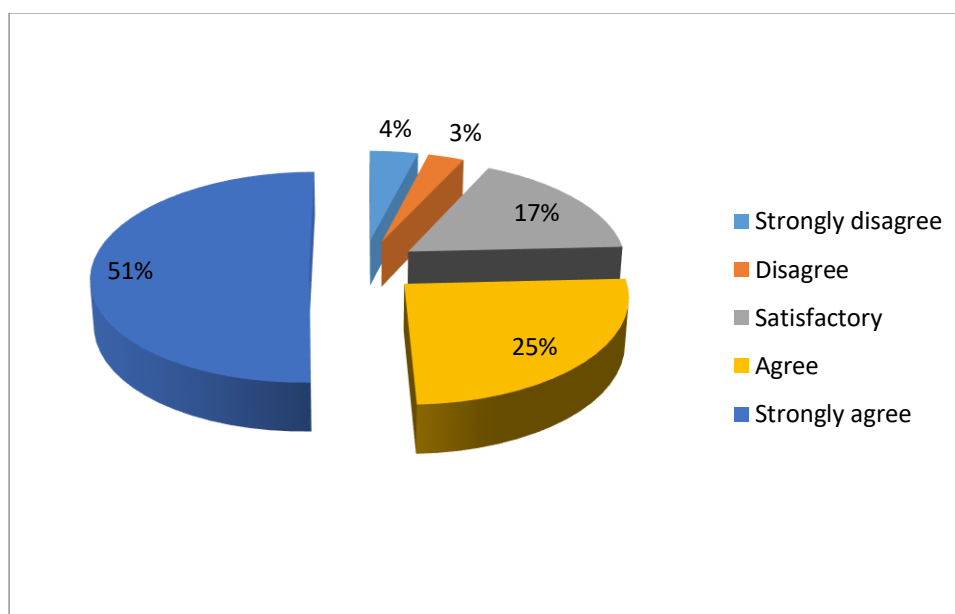
| Parameters | No. of Students | % of Students |
|----------------------|-----------------|---------------|
| 1= Strongly disagree | 3 | 3 |
| 2= Disagree | 4 | 4 |
| 3= Satisfactory | 17 | 17 |
| 4= Agree | 29 | 29 |
| 5= Strongly agree | 46 | 47 |
| Total | 99 | 100.0 |





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13. Periodical assessments (written/oral tests, assignments etc.) are conducted as per the given schedule.

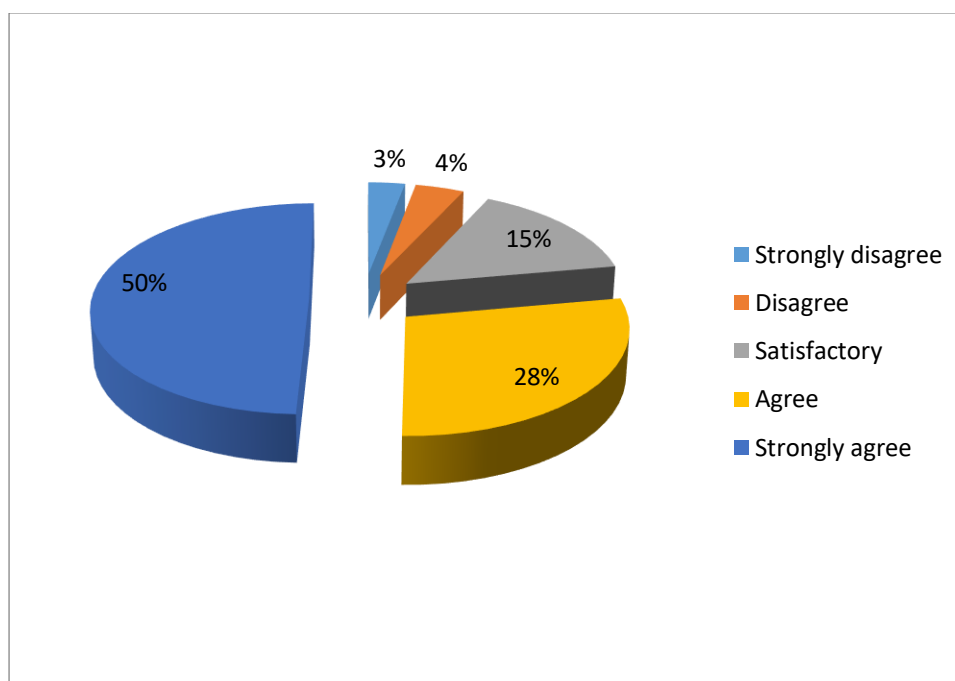
| Parameters | No. of Students | % of Students |
|----------------------|-----------------|---------------|
| 1= Strongly disagree | 4 | 4 |
| 2= Disagree | 3 | 3 |
| 3= Satisfactory | 17 | 17 |
| 4= Agree | 25 | 25 |
| 5= Strongly agree | 50 | 51 |
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14. The over-all quality of the teaching-learning process in the College is very effective.

| Parameters | No. of Students | % of Students |
|----------------------|-----------------|---------------|
| 1= Strongly disagree | 3 | 3 |
| 2= Disagree | 4 | 4 |
| 3= Satisfactory | 15 | 15 |
| 4= Agree | 28 | 28 |
| 5= Strongly agree | 49 | 50 |
| Total | 99 | 100.0 |




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Our Hard work Recognized by Students

Students Comments:

- Maharana Pratap National (P.G.) College conducted many Extension activities and lectures that help us in growing personally and professionally.
- Getting involved is a good way to improve your leadership skills, and a number of activities were conducted by the College to inculcate these skills.
- Remedial classes help a lot in understanding the concepts again.
- The emphasis on sports and cultural activities along with education always helped us a lot.
- Value added course run in the College has enhanced our soft skills.

Major Concerns Raised by the Students & Action Taken

| Major concerns raised by the students | Action Taken |
|--|---|
| Promote ICT Tools in classrooms | A plan for making smart classrooms is under consideration. |
| More soft-skill programmes will be started | MOUs were signed with Team Lease for introducing soft skill programmes and Ramayan Parishad for research purpose. |
| More opportunities for participating in different National or State Level Competitions | Various events were organised by various Cells on National or State Level. |
| Health related activities will be organised | Yoga, Meditation, Power Yoga, Aerobics, Kitchen Gardening, Marathon etc. programmes were organised for making the students and staff members healthy. |
| More extension activities to impart the knowledge of political science and legal education | Efforts are continuously made to organise Extension Lectures for imparting political science and legal education. |


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